Attachment A
(TroubleShooting RPS)

Things to check in order to reach RPS:
RPS server down
Cannot log into the internet
No URL address
Network slow
PC connection

Oracle Related
Oracle software down
Oracle software malfunctioning

If the problem is not an internal Network issues contact the users Site Administrator (A list of site contacts provided).

RPS specific:
Locked account due to log in error
Login error due to inaccurate password or user name

Unable to perform duties specific to role:
Referral Creator:
- Unable to create a referral
- Unable to locate select a clinical activity
- Unable to Save or Submit to Administrative Review

Referral Center Worker/Manager:
- Unable to see referral sent
- Unable to assign a referral
- Unable to approve, deny, cancel or make appointment
- Submit to Clinical Review
- Redirect if you are a Referral Center Manager(RCM)
- (RCM)Unable to create a referral center worker role
- (RCM) unable to assign referrals to a referral center worker
- Unable to see appointment screen

Clinical Reviewer:
- Unable to see referrals sent for Clinical review
- Unable to approve, deny, or request additional information from the Initiator or Referral Center

Site Administrator
- Create and maintain user accounts
- Create and maintain clinical activities
- Create and maintain sites
- Manage user issues